

## **Health Education/Risk Reduction (HE/RR) Standards of Care**

### **Definition:**

Support for Health Education/Risk Reduction services that educate clients living with HIV about HIV transmission and how to reduce the risk of HIV transmission.

### **Limitations:**

None

### **Services:**

This service category includes the provision of information; including information dissemination about medical and psychosocial support services and counseling to help clients with HIV improve their health status.

Activities of Health Education/Risk Reduction include, but are not limited to:

- Provision of information about available medical services, psychosocial support and counseling services.
- Education on HIV transmission and how to reduce the risk of transmission
- Risk reduction counseling on how to improve their health status and reduce the risk of HIV transmission to others.

### **Agency/Personnel /Staff Training**

<b>Staff Qualification</b>	<b>Expected Practice</b>
<b>Agency Policies and Procedures</b>	The agency shall have policies/procedures for each of the following: <ul style="list-style-type: none"><li>• Patient rights and responsibilities, including confidentiality guidelines</li><li>• Patient grievance policies and procedures</li><li>• Patient eligibility requirements</li><li>• Data collection procedures and forms, including data reporting</li><li>• Guidelines for language accessibility</li><li>• Collection of patient satisfaction and methods to address</li></ul>

<p><b>Health Education/Risk Reduction Curriculum</b></p> <p>According to the HRSA National Monitoring Standards risk reduction counseling will be defined.</p>	<p>Agency will develop health education/risk reduction curriculum to:</p> <ul style="list-style-type: none"> <li>-Define risk reduction counseling</li> <li>-Outline the types of information, education, and risk reduction counseling to be provided.</li> </ul>
<p><b>Staff Qualifications</b></p>	<p>Health Education/Risk Reduction staff shall have had at least six (6) months of relevant experience in the areas of outreach work, community service, supportive work with families and individuals, supportive work with youth, corrections, public relations or customer service.</p> <p>All staff and volunteers involved in the distribution of the HIV resources shall possess the ability to work productively with HIV/AIDS service providers and knowledge of community resources available to clients.</p>
<p><b>Staff Education</b></p>	<p>Within the first (3) months of hire, HE/RR staff must complete training that includes, at minimum, the following criteria:</p> <ul style="list-style-type: none"> <li>-HIV / AIDS Training <ul style="list-style-type: none"> <li>• HIV Basics (i.e., getting tested, transmission, disease stages)</li> <li>• Understanding Laboratory results (i.e., reading lab results, understanding lab values)</li> <li>• Medication and Side Effects (i.e., understanding drug resistance, side effects and the goals of medications)</li> <li>• Adherence (i.e., adherence strategies)</li> </ul> </li> <li>-Communication Skills <ul style="list-style-type: none"> <li>• Active Listening</li> <li>• Asking Tough Questions</li> <li>• Non-Verbal Communication</li> <li>• Responding to Conflict</li> <li>• Culture and Cultural Competency</li> <li>• Boundaries disclosure</li> </ul> </li> <li>-Substance Use and Mental Health Recognition and Referral</li> <li>-Risk reduction counseling</li> </ul> <p>Within three (3) months of hire, HE/RR staff must visit all of their program's collaborating agencies (including those not funded through Ryan White and those not HIV-specific agencies)</p> <p>Annual training of staff shall include updates for</p> <ul style="list-style-type: none"> <li>-Full complement of HIV/AIDS services within the</li> </ul>

	<p>area.</p> <p>-How clients access such services [including how to ensure that particular subpopulations are able to access services (i.e., undocumented individuals).</p> <p>Personnel records will reflect completion of training.</p>
<b>Supervision</b>	<p>All non-professional staff must be supervised by a degreed or licensed individual in the fields of health, social services, mental health or possess equivalent experience.</p> <p>Supervisors must review a 10 percent sample of each staff member's case records each month for completeness, compliance with these standards, and quality and timeliness of service delivery.</p> <p>Each supervisor must maintain a file on each staff member supervised and hold supervisory sessions at least monthly. The file on the staff member must include, at a minimum:</p> <ul style="list-style-type: none"> <li>-Date, time, and content of the supervisory sessions</li> <li>-Results of the supervisory case review addressing, at a minimum of completeness and accuracy of records, compliance with standards and effectiveness of service.</li> </ul>

## Standards of Care

<b>Standard</b>	<b>Measure</b>
<p><b>Intake and Service Eligibility</b></p> <p>According to the HRSA HIV National Monitoring Standards, eligibility for services must be determined.</p>	<p>Agency will receive referrals from a broad range of HIV/AIDS service providers.</p> <p>Eligibility information will be obtained from the referral source and will include:</p> <ul style="list-style-type: none"> <li>- Contact and identifying information (name, address, phone, birth date, etc.)</li> <li>-Language(s) spoken</li> <li>-Literacy level (client self-report)</li> <li>-Demographics</li> <li>-Emergency contact</li> <li>-Household members</li> <li>-Pertinent releases of information</li> <li>-Documentation of insurance status</li> <li>-Documentation of income (including a "zero income"</li> </ul>

	<p>statement)</p> <ul style="list-style-type: none"> <li>-Documentation of state residency</li> <li>-Documentation of proof of HIV positivity</li> <li>-Photo ID or two other forms of identification</li> <li>-Acknowledgement of client's rights</li> </ul> <p>Agencies should attempt to get all relevant eligibility information from the referral source before providing services to client. If unsuccessful, the client may receive up to two (2) appointments.</p>
<b>Payor of Last Resort</b>	<p>Before assistance is provided there should be written documentation in the client's file that Ryan White/State Services funding is being used as the payor of last resort.</p>
<b>Health Educational Assessment and Service Plan.</b>	<p>HE/RR staff will complete a Health/HIV Educational Assessment and a service plan that will indicate how the client's educational needs will be met. Service plan must address:</p> <ul style="list-style-type: none"> <li>-Methods of HIV transmission</li> <li>-How to reduce risk of HIV transmission <ul style="list-style-type: none"> <li>• Medication adherence</li> </ul> </li> <li>-Available resources to meet needs</li> </ul> <p>A checklist will also be completed to verify that all necessary documentation has been completed.</p> <p>After assessments and service plans are completed with the client, they must be reviewed and approved by the HE/RR Supervisor.</p>
<b>Health Education/Risk Reduction</b> According to the HRSA National Monitoring Standards clients will receive education regarding HIV transmission/risk reduction.	<p>HE/RR staff will provide health education/risk reduction counseling regarding:</p> <ul style="list-style-type: none"> <li>-Methods of HIV transmission and how to reduce the risk of transmission</li> <li>-How to improve their health status and reduce their risk of transmission to others.</li> </ul>
<b>Resources</b> According to the HRSA National Monitoring Standards clients will receive information about support services.	<p>HE/RR staff will provide information regarding available medical and psychosocial support services to reduce barriers to care.</p> <p>HE/RR staff will remain knowledgeable regarding local resources.</p>
<b>Evaluation of health education/risk reduction counseling</b>	<p>HE/RR staff will administer pre-post test to each client to assess changes in knowledge/attitudes as a result of the health education/risk reduction counseling.</p>

	<p>HE/RR Staff will ask each client to complete a brief program evaluation after each completion of a course/service plan to assess effectiveness of program. These evaluations must be turned into the HE/RR Supervisor.</p> <p>HE/RR Supervisor will evaluate pre-post test and program evaluations to improve program results.</p>
<b>Documentation</b>	<p>Client eligibility for services, actual services provided by type of service, number of clients served and level of services will be collected.</p> <p>The following will be documented in the agency's client record.</p> <p>-All intake and eligibility documentation, to include at a minimum:</p> <ul style="list-style-type: none"> <li>• Documentation of HIV diagnosis</li> <li>• Proof of residency</li> <li>• Verification of financial eligibility</li> <li>• Intake and assessment information</li> <li>• Copy of referral from primary care provider</li> <li>• Referral/outcome if applicable</li> </ul> <p>- Information provided on available medical and support services</p> <p>-Information provided on HIV transmission</p> <p>-Counseling provided on improvement of health status and reduction of HIV risk.</p>

## References

HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A  
April 2013. p. 32-33.

HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B  
April, 2013. p. 30-31.